

EXHIBIT 72

D517_000738938

Speaker 1: I think that.

Tech: Good morning.

Customer: I'm sorry.

Tech: Thank you for calling Blendtec customer service. How can I help?

Speaker 1: Activated before or after putting your phone number in.

Speaker 2: After.

Speaker 1: Okay so that's why.

Customer: Hi, just one second, I'm sorry.

Speaker 1: I didn't realize I had to do the button.

Speaker 2: Yeah.

Customer: Hi, I was calling because I had purchased one of, two packs of your Blendtec individual blenders at Costco. And you guys had sent me an email. It's been about a year now.

Speaker 2: [UNINTELLIGIBLE].

Customer: Yeah, hold on one second.

Speaker 1: 916-769-1266. Alright, there you go.

Customer: Thank you so much. And you guys had sent out information about a recall and I followed the instructions in the email that you sent me, and cut the rubber gasket, and sent the pictures in. And then I never heard back from you guys, and also I got an email saying you guys were like, it was taking longer than expected to give people back the replacement.

Tech: I think you got the wrong number. You meant to call BlendJet?

Customer: Yeah.

Tech: Yeah, you called Blendtec. We are a different company.

Customer: Oh, okay. My apologies.

Tech: No, no problem. Do you want me to find their phone number?

Customer: Um, who did you say I called, Blendtec?

Tech: Blendtec, uh-huh.

Customer: Okay. Thank you.

Tech: You're welcome. Have a good day.

Customer: [UNINTELLIGIBLE] number, thank you.